



NASDDDS & HSRI

Strategies for a Successful Meeting

2017-18 In-Person Survey

Setting up the Meeting

Initial Contact

- Be familiar with the project's goals and processes
- **Are you able to:**
 - Introduce the project
 - Explain why and how a person was chosen to participate
 - How participation will affect the person and state
- **Do you know:**
 - Procedures and requirements for consent
 - How to report suspected abuse, neglect, exploitation
 - How to handle instances of unmet needs
- Let the person choose when and where to meet
- **How would you introduce NCI?**



Do Your Homework

- Become familiar with the survey and the various skip patterns.
- Understand what questions mean in case you need to rephrase or reword questions.
- Use the bell symbols in the pre-survey form to fill-in the corresponding names in Section I and II of the Survey.
- Know where the meeting will take place and if anyone other than the individual will be present.
- **PRACTICE, PRACTICE, PRACTICE:** do mock surveys with family and friends to better understand the flow of the survey.



Meeting Day!

Getting Ready

- Remind the person about the meeting the day before
- Organize your materials, avoid bringing extraneous papers
- Dress appropriately
- Be on time
- Turn off your cell phone



Arriving at the Meeting

- Thank the person for meeting
- Explain again who you are and why you are meeting
- Ask the person if s/he feels comfortable meeting one-on-one
- Explain you will be writing or typing answers on the survey form and may make notes to help recall answers



Survey Meeting

Create a Positive Environment

- Create an environment where the person feels safe, comfortable, and relaxed
- Find a quiet space that is without distraction to conduct the meeting
- Let the person know about the NCI process
 - **What are import let the person know?**



During the Meeting

- Give the person your full attention.
- If the person has communication difficulty, spend some time with the person and support provider first to help establish the best approach to communication
- **REMINDER:** individuals may have another person present to translate or assist with communication



During the Meeting

- Attempt first 4 questions with everyone.
- If the person is unable or unwilling to answer *any* questions ask permission to speak with a proxy respondent (* and skip to Survey **Section 2**)



The Interviewer Should:

- Be neutral. Do not lead the person or give your opinion
 - For instance, avoid asking “you can choose your daily schedule, right?”
 - If the person asks for your opinion, say you are interested in what he or she thinks
- Use familiar names and locations whenever possible
- Speak clearly and repeat questions or use suggested rephrasing (in the survey) so the person is able to understand.
- Avoid interpreting questions and answers
 - Follow-up to questions when you are unclear of the person’s response.
 - Be careful not to change the meaning of the question



Ending the Meeting

- Thank the person for their time and tell the person that their answers are appreciated.
- Ask again if they have questions
- Give the person appropriate contact information if any questions come up after you leave
- Remember to complete the Interviewer Feedback Sheet before turning in your completed survey



Questions?

